



**Exodus Customer  
Information  
and  
Procedures Guide**

**Washington, D.C.**  
**(DC/DC1, DC/DC2, DC/DC3)**

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## INTRODUCTION

*Welcome to the Exodus Communications' state-of-the-art Internet Data Center (IDC). The information detailed within this guide provides information regarding access to our IDC, security issues, installation and maintenance guidelines, requests for new services and upgrades, trouble reporting and other items to ensure the safe and efficient operation of your equipment within our IDC.*

*If at any time you would like to speak to an Exodus representative regarding the information detailed within this guide, please contact the Exodus Response Center.*

## CORPORATE MISSION

*"To enable our clients to achieve a sustained competitive advantage by providing world-class Internet systems and network management solutions through globally distributed Internet Data Centers."*

## CONTACTING EXODUS

### Exodus Response Center—Call Center, Monitoring Group, Internet Systems Engineers

The Exodus Response Center is comprised of three (3) basic groups: Call Center, Monitoring Group, and Internet Systems Engineers.

**Call Center:** The **Call Analyst** initiates the process of user authentication, problem definition, and service or trouble request generation. The analyst will provide answers to known problems or issues, or relay the request to the ISE located in either the Response Center or within the customer's local IDC, as appropriate.

**Monitoring Group:** The **Monitoring Engineer** tracks alerts on a centralized monitoring system, allowing for fluid correlation between individual IDC events and larger global network events. IDC monitoring tools remain available for localized troubleshooting and fail over.

**Internet Systems Engineers:** The **Internet Systems Engineers** are support professionals who are available to provide problem source identification in troubleshooting issues and technical expertise as part of the initial customer call to the Response Center. The **Senior Staff Engineers** provide high-level support to the ISE staff, coordinating organization support issues in backbone engineering, security, network services and system administration.



### Customer ID & PIN Numbers

As part of our continuing efforts to provide world-class service, Exodus has an automated caller verification system in our Response Center to enhance our ability to address your issues effectively and efficiently. All callers will be prompted for a 6-digit Exodus issued **Customer ID** and a 4-digit **Contact ID** (password). This information will be provided to the Exodus Call Center technician when the call is answered and will assist in quickly verifying the caller. Exodus realizes that your Internet operations are mission critical and we want to assist you in the most expeditious manner possible.

## Reporting Problems – The Exodus Response Center

The first step in resolving a problem is the issuance of a service request. To report a problem contact the appropriate facility as identified on the table below:

Region	Facility	Phone Number(s)	E-Mail	Web
<b>North America</b>	Exodus Response Center	877-393-7878 (toll free) 408-572-7000 (toll) 00 800 1 393 7878 (Outside North America)	<a href="mailto:support@exodus.net">support@exodus.net</a>	<a href="http://www.exodus.net/support">http://www.exodus.net/support</a>
<b>United Kingdom</b>	Exodus Response Center	0808 100 3963 (toll free)	<a href="mailto:support@exodus.net">support@exodus.net</a>	<a href="http://www.exodus.net/support">http://www.exodus.net/support</a>
<b>Frankfurt</b>	Exodus Network Operation Center	0800 0 EXODUS (toll free) 49 (0) 69 9399 4100 (toll)	<a href="mailto:support_germany@exodus.net">support_germany@exodus.net</a>	
<b>Tokyo</b>	Exodus Network Operation Center	(03) 4354-0120 81-3-4354-0120 (Outside Japan)	<a href="mailto:support@exodus.net">support@exodus.net</a> (English) <a href="mailto:support@exodus.co.jp">support@exodus.co.jp</a> (Japanese)	
<b>Paris</b>	Centre de Support (NOC)	+33 (0)1 58 74 09 10	<a href="mailto:support_france@exodus.net">support_france@exodus.net</a>	

## Reporting Problems – E-mail

Customers may also open service requests by submitting e-mail to the Response Center/Network Operations Center identified above. If additional information concerning the service request is to be e-mailed to the Response Center/Network Operations Center, be sure to include the service request ticket number associated with the request. However, the most expedient method for addressing a problem and opening a service request is by calling the Exodus Response Center/Network Operations Center. E-mail messages sent to the Exodus support organizations have a 4-hour response time for a ticket to be opened.

The Response Center/Network Operations Center will open a service request and assign a service request number. The Exodus Response Center/Network Operations Center is open 7 days a week, 24 hours a day.

## Reporting Problems – Packet Loss & Latency

When reporting a latency or packet loss problem, call the Exodus Response Center/Network Operations Center identified above and open a service request. Follow up with e-mail to the appropriate Response Center/Network Operations Center and list the service request ticket number in the subject line. Include the following items in the e-mail:

- Source and Destination IP Address Connecting to and From
- Traceroute from source to destination
- Traceroute from destination to source

- 300 ping count from source to destination
- 300 ping count from destination to source
- Internet Service Provider - if using one

### Exodus Ticket Escalation Procedure

Priorities for Service Requests are Defined in the Following Manner:	
Priority 1	Immediate attention required. (Examples: Network outage, Site is down or inaccessible, Telco outage, or Customer requested escalation)
Priority 2	Urgent service request or Troubleshooting request. All requests for troubleshooting (other than outages) are a Priority 2. (Examples: Monitoring alerts, Packetloss/Latency issues, Datavault restore, or Customer requested escalation)
Priority 3	Customer service request. These are general requests for service. (Examples: DNS Requests, Firewall Maintenance, Contact Updates, Tape Swaps, F5 Maintenance, Reboot Request, or any other requests for maintenance.)

### Exodus Internal/External Escalation Flow Chart

Service requests are assigned by the Response Center. The assigned engineer will escalate technical service requests to the next level of support if no progress is made toward resolution. This will be completed using documented procedures and defined time frames. The table below identifies the standard time frames and internal escalation paths for Exodus. Time frames for escalation are maximums and the assigned individual may at any time escalate to the next level of support if it appears appropriate to do so. **Further, the customer can escalate a service request that they initiated to the next level of support.** To initiate escalation on an open Service Request, contact the Exodus Response Center with your Service Request ticket number and advise them that you want the issue escalated.

Time	P1	P2	P3
30 min	NOC (Network Operations Center) Manager		
1 Hour	IDC Director	NOC Manager	
2 Hours	Site Vice President	IDC Director	
4 Hours	Regional Vice President, Service	Site Vice President	NOC Manager
8 Hours		Regional Vice President, Service	IDC Director
24 Hours			Site Vice President
3 Days			Regional Vice President, Service

## **Escalation Process – Customer Relations**

In addition to our internal process for technical resolution, Exodus has a management escalation procedure to ensure that all possible resources are being applied to resolve critical customer problems. The Customer Relations group is the customer's primary point of contact for all customer satisfaction issues. Customers may initiate escalation on any issue, at any time, for any reason.

To initiate escalation on an open Service Request, contact the Exodus Response Center with your service request ticket number and advise them that you would like the issue escalated.

## **Exodus Backbone Engineering (BENGI) Mailing List**

The Backbone Engineering group operates a one-way mailing list that communicates information regarding the network such as the Exodus network, other Internet Service Providers, telephone carriers (fiber cuts, etc.), general Internet problems, as well as planned and in-progress network expansions. Customers interested in subscribing to this list may access the following web site:

<http://bengi.exodus.net/external/netinfo.html>.

## **IDC MAINTENANCE**

### **IDC Maintenance Approval Process & Schedule**

Exodus performs routine maintenance to enable the installation of improvements to our network and infrastructure. Additionally, preventative maintenance is performed to correct potential issues that have been identified by Exodus' early warning procedures and processes that are based on careful monitoring and thorough analysis of activity logs for our network and facilities.

Exodus has two categories of maintenance: locally planned and globally planned. Exodus makes every effort to prevent disruptions in service and performs maintenance during low traffic times in order to minimize potential interruptions to customer's Internet operations.

Locally Planned	Globally Planned						
1:00 a.m. - 3:00 a.m. Thursdays, local IDC time	12:00 a.m. - 5:00 a.m. Sundays, Regional Time	North America			Japan (For all Asian IDCs)	Europe	
		Pacific	Central	Eastern		London	Europe (All other Europe IDCs)
This period of time is for each IDC to perform any needed local maintenance.	This period of time is reserved for large-scale maintenance at local IDCs or for maintenance that needs to be coordinated across IDCs.	12:00 a.m. - 5:00 a.m.	2:00 a.m. - 7:00 a.m.	3:00 a.m. - 8:00 a.m.	12:00 a.m. - 5:00 a.m.	12:00 a.m. - 5:00 a.m.	1:00 a.m. - 6:00 a.m.

All changes to the network and facilities are subject to our change management process. This process ensures that work is reviewed for completeness (risk assessment, completed test procedure, metrics for measuring progress, back out procedure, etc.) and accuracy prior to scheduling and implementation. The goals of change management are:

- Ensure that change to Exodus services, infrastructure, policies and procedures are implemented effectively and efficiently
- Minimize risk and impact to our customers
- Enable Exodus to be more proactive in notifying customers of potential disruptions to their service
- Ensure all new equipment or routing configurations have received extensive testing on our independent test network prior to deployment as part of the Internet Data Center's configuration



### Weekly Maintenance Notifications

Weekly maintenance notifications are only issued to contacts that our customers have identified as "Technical Notification Contacts".

The weekly maintenance notification informs customers of any local or global improvements to our network or infrastructure. In most instances, the Weekly Maintenance Notification will be issued 3 days prior to the scheduled work.



If a mission critical situation arises, Exodus will immediately contact its clients using our Emergency Contact Procedures. Only technical notification contacts with e-mail addresses and text pagers on file will be paged in the event of a network or facilities event involving multiple customers. An alert e-mail will also be sent to notify all affected customers with details of the event. Periodic updates throughout the course of the incident will also be provided. Contact the Response Center or your Customer Relations Representative for more details or to provide an alphanumeric e-mail pager.

### **Exodus Alert Notification System**

Exodus has e-mail- and pager-based emergency notification systems that we provide for all of our customers. In the unlikely event that we should need to contact our entire customer base due to an emergency situation, this e-mail- and pager-based system will help insure that you receive the most current status in a timely fashion.

While the e-mail service is provided, we recommend using a pager system in the case where a company maintains their e-mail server at Exodus and it is disrupted. Additionally, having the individual e-mail pagers is important if we need to reach a specific contact immediately.

To take advantage of this system, please establish the following:

1. An e-mail or pager address using the standard form of [exodusalert@domainname.com](mailto:exodusalert@domainname.com) to develop an e-mail alias. Using an alias will allow you to maintain the contact list and make changes as your organization grows.
2. Individual contacts and their e-mail/pager/cell phone addresses that will take e-mail messages (i.e. 8773837878@skytel.com).
3. Determine all contacts that should be notified by designating them as Technical Contacts for your company.
4. If there are specific IDCs for each contact, designate those as well.

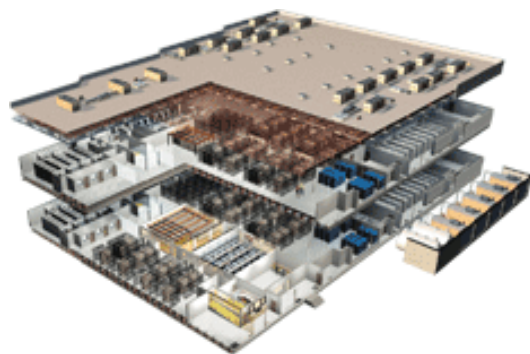
Exodus will e-mail and/or page these addresses in the event an emergency notification is to be issued. Contact your Customer Relations Representative to make sure that you have established this valuable service.

## **IDC INFORMATION**

### **Access to the Internet Data Center**

Normal building business hours are 7:00 a.m. to 5:00 p.m. Monday through Friday. For arrivals before or after building business hours, the security guards provide access into the building. Once inside the building, security will provide you with access to your cage.

To facilitate smooth and expeditious entry to the IDC, please note the following:



1. **All customers, guests, visitors and other parties will be required to produce a valid form of Government issued picture identification** (i.e. Government-issued Driver's License, Passport, INS Card, etc.).
2. Credit/debit cards, social security cards, voter registration cards, other company identifications, and other forms of non-picture identification are NOT acceptable forms of identification and will not be accepted.
3. **All customers, guests, visitors, and other parties will be required to complete a Non-Disclosure Agreement, and will need to sign the visitor's log upon arrival.**
4. A customer, who is listed in our database as a company representative having IDC access authority, may sign another company representative or technician into the facility.
5. The Exodus policy of personal accountability for your visitor's actions is paramount to ensure a safe and secure environment.

### Accurate Internet Data Center Access List

In order to maintain the security of our IDCs and your equipment, we request that you provide us with an accurate listing of those people from your organization that should be allowed into the IDC with a photo ID. People who arrive to work on your equipment must be listed on your access list as authorized to have entry to the IDC or they will not be provided access. If you have personnel changes that impact your relationship with Exodus, please contact the Exodus Response Center immediately and make the appropriate updates to your access list.

### Internet Data Center Photography Policy

Because Exodus customers have simultaneous requirements for both confidentiality and publicity, we enforce strict policies regarding the coordination of IDC activities. These policies are designed to accommodate all our server-hosting clients in the best and most courteous manner possible. **No photographic equipment is allowed on the IDC floor (this includes web cams).**

Customers wishing to perform a photo shoot must contact Exodus. Written approval must be given at least one (1) week in advance of the date of the shoot by Exodus' Marketing Department. Customers may also contact their Customer Relations Representative if they require assistance in receiving approval and scheduling photo shoot activities.

### Internet Data Center Shipping Policy

All shipments to an Exodus IDC must be entered into the Exodus Online Shipping Notification system prior to arrival at the IDC. This form is located at: <http://www.exodus.net/support/shipping.html>. Refer to the IDC-specific section below for site-specific shipping information.

### Removing Equipment from the IDC

Any equipment to be removed from the IDC must be itemized on a Material Pass form and signed by an Exodus Security Guard before removal. This includes material shipped from the IDC. The Material Pass shall include a description of the item(s) and associated serial number(s).

When removing equipment from common cage areas, verify the equipment is the property of your company.

## Customer Supplied UPS Equipment is prohibited

UPS equipment, other than what is provided by Exodus, is strictly prohibited.

In the United States, the installation of customer supplied UPS equipment violates National Electrical Code Section 645-10 and 11 ("The Electrical Code").

1. Customer supplied UPS equipment adds an additional point of failure to the customer's operations.
2. Any unit rated over 750 volt-amperes is required by the Electrical Code to be connected to the Emergency Power Off (EPO) system of the IDC. Exodus cannot allow direct connection of customer equipment to this critical system due to the increased risk of accidental IDC shutdown during customer changes within their own cages.
3. Customer supplied UPS equipment increases the risk of smoke and fire. This is particularly true of small systems that usually receive little or no regular maintenance or battery care. The Exodus fire safety systems will quickly detect a fire and shutdown the entire IDC.

## Crash Carts & Tools

Crash carts (mobile units housing a keyboard, monitor and mouse) and tools are provided on a limited basis as a service to our customers. They are provided on a first-come, first-served basis. Customers are required to sign them out and return them within a 24-hour window. Customers are encouraged to come prepared in the event that crash carts are not available.

## Telephone Use In the Internet Data Center

Customer access into the Network Operations Center (NOC), located inside the IDC, is not authorized at any time. The red phones in the IDC are used for emergencies only. Customers are encouraged to install a POTS telephone line in their space, or to bring cellular phones for their use while working within the IDC.

## Housekeeping Guidelines While in the Internet Data Center

At Exodus we pride ourselves in the quality and appearance of our IDCs and ask that customers adhere to the following guidelines:

- Customers must keep their areas clean at all times. Remove all empty boxes and trash from your cage before leaving. **Due to fire code, this policy is strictly enforced and Exodus reserves the right to remove any cardboard, paper, etc. from customer cages.**
- Customers may not store any paper products (**including cardboard**) or materials of any kind in the Customer Area. Customers wishing to store paper products within their cages must use sealed plastic containers.
- Customers must keep tile vents clear of all boxes and debris. We also ask that you store non-functioning equipment and miscellaneous items inside the cage area only temporarily.
- Customers may not bring in or use any of the following items in the facility:
  - Food or drink
  - Tobacco products (including chewing). All of our IDCs are SMOKE FREE.
  - Weapons
  - Chemicals
  - Illegal drugs

- Alcohol or other intoxicant
- Electromagnetic devices
- Radioactive materials
- Photographic or recording equipment of any kind (other than tape back-up equipment)
- Corrosives or corrosive devices
- Explosives

## Safety

Exodus staff and the IDC security force are trained in emergency management procedures and will assist personnel in the IDC in the event of an emergency.

**In the event of an emergency evacuation, ALL personnel MUST evacuate the IDC. The Exodus Emergency Response Team will direct you to the designated assembly area.**

**In the event of an emergency evacuation, cell phone use is strictly prohibited.**

## SERVICES

### Bandwidth Measurement

Bandwidth Reports measure the traffic from your site to Exodus' network over your billable network uplink connections. Since several servers usually share the same connection, the reports show the total usage for all servers on that line. These connections are polled every five minutes, producing 288 data points per measured data stream per day. Each data point is actually an average usage over the five-minute interval. The number of measured data points may vary slightly depending on system loading.

Both Input and Output usage is measured. Input is traffic coming into your server from the network. Output is the traffic going out to the network from your server. The Total usage is determined by summing the data points from the Input and Output and then performing the appropriate calculation (e.g., 95<sup>th</sup> Percentile, Average). For Input, Output and Total measurements, the bandwidth reporting system calculates four metrics:

- Minimum (Min): the lowest bandwidth measurement for the time period.
- Maximum (Max): the highest bandwidth measurement for the time period.
- 95<sup>th</sup> Percentile: the bandwidth level which the system is below or equal to 95% of the time. This figure is calculated by sorting the data points from lowest to highest for the period and discarding the upper 5% of bandwidth measurements. The remaining highest point is the 95<sup>th</sup> Percentile. Thus, in a given month the highest 36 hours (30 days/month x 24 hours/day x 5%) of usage are not counted. **Important: Exodus uses this 95<sup>th</sup> percentile value to determine usage for Usage-Based Billing.**
- Average: the simple numeric average on all data points collected over the period being measured.

Please note that the Total measurement is calculated from raw data points and not by simply adding the Input to the Output. For mathematical reasons, the Min, Max and 95<sup>th</sup> Percentile for the Total value will generally not be equal to the corresponding sums of the Input and Output values. This approach to determining the Total from the raw data is necessary for maintaining the consistency of calculation.

## TARGETED RESPONSE TIME

### Post-Install Requests

Some or all of the tasks set forth below may be provided as part of the service offerings you have purchased from Exodus. If you have purchased the applicable service offering, the table below sets forth the general time frames established by Exodus to perform such tasks.

Unless otherwise noted, these tasks are performed during normal business hours, Monday through Friday, 8 a.m. to 5 p.m. local time.

Type of Customer Request:	Completion Timeframe:
DNS host, add one host	DNS Updates are at 12:00 Midnight Pacific Time and 12:00 Noon Pacific Time daily. Requests received four (4) business hours prior to the next update window, will take place in that window.
Enter all hosts for the domain (creating new or adding additional)	One (1) business day
24 x 7 Network Monitoring (initiate monitoring on customer devices (servers, routers, switches, etc.))	One (1) business day (North America/EMEA) Three (3) business days (Asia)
Switch/Router Administration (make change to existing devices)	Five (5) business days
24 x 7 URL Monitoring (add additional monitoring for additional URL)	One (1) business day (North America/EMEA) Three (3) business days (Asia)
Support E-mail	Open ticket within four (4) hours
Problem calls	Five (5) minutes maximum before call is answered. Twenty (20) minutes to verify problem and open ticket.
Re-boot requests	Fifteen (15) minutes from the time the call is answered re-boot is initiated
Information Requests	One (1) business day (either with specific information or timeframe to provide)
Router configuration (adding additional router to existing configuration)	One (1) business day (North America/EMEA) Three (3) business days (Asia) (from time router received at local IDC)
After hours customer installs	Coordinate with Project Manager
Additional shelves	One (1) business day
Custom configurations (including moves, additional racks, customer cross cabling)	Coordinate with Project Manager
OS installation	One (1) business day
OS patch installation	One (1) business day

## WHAT CAN YOU DO TO HELP EXODUS SERVE YOU?

There are a number of things that you as a customer can do to ensure you receive excellent service.

1. Maintain a current and accurate customer contact/IDC access list. This will ensure that you receive important notifications and are easily contacted in an emergency. It also ensures that only authorized people will have access to the IDC. (See Accurate IDC Access List).
2. Notify the Exodus Response Center or your CRR anytime there is a change to your network topology.
3. Make sure everyone on the contact list knows your customer ID and their personal contact ID number. This will ensure security for your company and quicker service from the Response Center.
4. When placing a Service Request, record your ticket number for easy follow up.
5. Bring valid picture identification every time you visit the IDC (See Access to the IDC).

## CUSTOMER SURVEYS

### **Your Feedback Really Does Matter!**

An e-mail survey is automatically generated every time a ticket is closed for a service that you requested. Please take the time to complete the survey and let us know how we are doing. This survey is automatically forwarded to Exodus Management and is monitored closely as a reflection of how well we are meeting your needs.

If you have any specific questions regarding your service request, please call the Response Center directly. Let us know if we have performed a service particularly well or how we can improve the services we offer. We do care!

## IDC SPECIFIC INFORMATION

This section contains information that is specific to your IDC.

### Fire Alarm – Herndon (DC1) IDC

Exodus maintains a Vesda Pre detection system and a Fike Pre Action Sprinkler System with Heat and Smoke Detection. This is a two stage, zoned alarm system. Water will only be discharged if heat rises to 160 degrees and only the zone affected will have disbursement of fire suppression. The on-duty technician will notify anyone present as to whether or not a false alarm situation exists, whether or not evacuation is required, and, if necessary, direct all personnel to the proper exit(s).

### Fire Alarm – Sterling (DC2) IDC

Exodus maintains a VESDA Pre-Warning Fire System, and a Pre-Action Sprinkler System. The on-duty technician will notify anyone present as to whether or not a false alarm situation exists, whether or not evacuation is required, and, if necessary, direct all personnel to the proper exit(s).

### Fire Alarm – Sterling (DC3) IDC

Exodus maintains a Fike state-of-the-art fire detection system combined with a Pre-Action Water Sprinkler system. Fire detection is achieved at two (2) levels. A very early smoke detection system (VESDA) constantly samples the air for minute particles of smoke. Upon detection, the NOC is notified via audible alarms and a visual alarm panel showing the location of the smoke. The second level of detection is analog smoke detectors located in the ceiling and below the floor and heat detection devices located in the ceiling. Activation of a smoke detector or heat detector will sound an audible alarm and summon the fire department. Activation of two (2) or more smoke and/or heat detectors will allow water to "charge" the pre-action sprinkler system but not release water. The pre-action sprinkler system will only release water when the sprinkler head element "melts" from excessive heat. A concentrated water shower will extinguish the fire in the affected area. The design of this system allows a significant amount of early warning time for the NOC operator to intervene and attend to the situation.

### Traveling to the IDC

The Exodus Communications **Herndon** IDC is located off of Spring Street, in the Spring Park Industrial Center, off of the Fairfax County Parkway and Dulles Access (Toll) Road.

The mailing address for the Herndon IDC (**DC1**) is:  
Exodus Communications, Inc.  
470 Spring Park Place  
Suite 1000  
Herndon, VA 20170

The Exodus Communications **Sterling** IDCs are located on Nokes Blvd. Nokes Blvd. runs perpendicular between Route 28 North and Cascades Parkway. The Sterling office is just one mile from the Dulles Town Center Shopping mall.



The mailing address for the Sterling IDC (**DC2**) is:  
Exodus Communications, Inc.  
45901 Nokes Blvd.  
Sterling, VA 20166

The mailing address for the Sterling IDC (**DC3**) is:  
Exodus Communications, Inc.  
45845 Nokes Blvd.  
Sterling, VA 20166

### **Travel to the Sterling IDC:**

#### **From Dulles International Airport**

- Leave Dulles airport via Dulles Access Road (267 EAST).
- After passing Toll road toll gate, enter toll road at first possible ramp.
- Exit Toll road at Route 28 North, Sully Road, the first exit.
- Proceed on Route 28 North for approximately 5 miles.
- Take a right onto Nokes Blvd.
- 45901 and 45845 Nokes are located one mile down on the right.
- The entrances to the buildings are at the center set of doors.

#### **From the 495 Beltway**

- Take the Dulles Airport Exit via Dulles Access Road (267 West). Toll is 50 cents.
- Stay to the right on the 267 Toll Road, not the "Direct Airport Access Rd".
- Exit Toll road at Route 28 North, Sully Road. Toll is 35 cents.
- Proceed on Route 28 North for approximately 5 miles.
- Take a right onto Nokes Blvd. You will see signs for Dulles Town Center Mall.
- 45901 and 45845 Nokes are located one mile down on the right.
- The entrances to the buildings are at the center set of doors.

### **Travel to the Herndon IDC:**

#### **From Dulles International Airport**

- Leave Dulles airport via Dulles Access Road (267 EAST).
- After passing Toll road toll gate, enter toll road at first possible ramp.
- Exit Toll road at State road 7100 (Fairfax County Parkway) head North (Left)
- At termination of Parkway (approximately 1000 yards), Turn Right onto Spring Street
- Pass through first traffic light (Herndon Parkway). Take next right at Spring Park Place.
- Building is on left, 470 Spring Park Place, suite 1000 is in the far end of the building on the lower level.



### From the 495 Beltway

- Take the Dulles Airport Exit via Dulles Access Road (267 West). Toll is 50 cents.
- Stay to the right – the 267 Access Road, not the “Direct Airport Access Rd”.
- Exit Toll road at Route 7100 (Fairfax County Pkwy) Exit 11, North (Right). Toll is 25 cents.
- At termination of Parkway (approximately 1000 yards), Turn Right onto Spring Street
- Pass through first traffic light (Herndon Parkway). Take next right at Spring Park Place.
- Building is on left; 470 Spring Park Place, suite 1000 is in the far end of the building on the lower level.

### Hotel Suggestions

<b>STERLING</b>	<b>HERNDON</b>
<b>Extended Stay America</b> (.2 miles from Sterling site) 46001 Waterview Plaza, Sterling, VA 20166 Phone: (703) 444-7240	<b>Comfort Inn</b> (.4 miles from Herndon site) 200 Elden St Herndon, VA Phone: (703)437-7555
<b>Hampton Inn</b> (Midway between Sterling & Dulles) 45440 Holiday Dr Sterling, VA 20166-9411 Phone: 703-471-8300	<b>Courtyard By Marriott</b> (.4 miles from Herndon site) 533 Herndon Pkwy Herndon, VA Phone: (703)478-9400
<b>Holiday Inn Dulles</b> (Midway between Sterling & Dulles Airport) 1000 Sully Rd (Route 28) Sterling, VA 20166 Phone: (703) 471-7411	<b>Days Inn</b> (Midway between Dulles & Herndon site) 2200 Centreville Rd Herndon, VA Phone: (703)471-6700
<b>Loudoun Cascades Town Place Suites by Marriott</b> (1 mile from Sterling site) 21123 Whitfield Place Sterling, VA 20165 Phone: (703) 421-1090	<b>Holiday Inn</b> (.4 miles from Herndon site) 485 Elden St Herndon, VA Phone: (703)478-9777
<b>Sumner Suites</b> (.2 miles from Sterling site) 21481 Ridge Top Circle Sterling, VA 20166 Phone: (703) 444-3909	<b>Marriott Hotels &amp; Resorts</b> (Midway between Dulles Airport and Herndon site) 13101 Worldgate Dr Herndon, VA Phone: (703)709-0400
<b>Townplace Suites By Marriott</b> (Midway between Sterling site and Dulles Airport) 22744 Holiday Park Dr Sterling, VA 20166-9497 Phone: (703) 707-2017	<b>Residence Inn</b> (.4 miles from Herndon site) 315 Elden St Herndon, VA Phone: (703)435-0044

<b>DULLES AIRPORT (Sterling or Herndon)</b>	
<b>Fairfield Inn Dulles</b> (Close to Dulles airport) 23000 Indian Creek Dr Sterling, VA 20166-6708 Phone: (703) 435-5300	<b>Homestead Village</b> (Close to Dulles Airport) 45350 Catalina Court Sterling, VA 20166 Phone: (703) 904-7575

## Shipping Equipment Exodus

Each customer must fill out an online shipping form before having any equipment delivered to the DataCenter. To access the online form you may go the Exodus web site [www.exodus.net](http://www.exodus.net) and click on support; click on "Shipping Form" or the URL of <http://www.exodus.net/support/shipping.html>.

The form requires a minimum 24-hour advance notification so that we may better serve your needs. Please remember Exodus does not provide unlimited free storage. Items stored more than 48-hours (not counting the first weekend and/or holiday) may be subject to storage charges. Also, Exodus will not be responsible for items stored more than 30 days.

The delivery and installation of all equipment in the IDC must be coordinated in advance with your assigned Project Manager or Customer Relations Representative (CRR). Please be prepared to present all associated tracking numbers to the shipping and receiving department in order to claim your boxes. The Customer is responsible for moving all equipment through the loading dock, into the IDC. Customers are responsible to dispose of all packing materials. Dumpsters are provided for your convenience.

Packages or equipment that need to be delivered to the IDC, **must** be addressed as follows:

<b>DC1</b>	<b>DC2</b>	<b>DC3</b>
<b>"Your company name"</b> <b>"Your project managers name"</b> c/o Exodus Communications 470 Spring Park Place Suite 1000 Herndon, VA 20170	<b>"Your company name"</b> <b>"Your project managers name"</b> c/o Exodus Communications 45901 Nokes Blvd. Sterling, VA 20166	<b>"Your company name"</b> <b>"Your project managers name"</b> c/o Exodus Communications 45845 Nokes Blvd. Sterling, VA 20166

## Who to contact at Exodus

*As a valued customer, any Exodus employee will be happy to assist you. However, you may find this general outline helpful when working with your Exodus Team.*

Type of Customer Request:	Exodus Contact Information:
<ul style="list-style-type: none"> <li>Contract Issues</li> <li>Pricing</li> </ul>	<b>Sales:</b> Account Executive
<ul style="list-style-type: none"> <li>Order a new service or upgrade to existing service including new circuits delivered to Exodus</li> <li>IP addresses</li> <li>Bandwidth</li> <li>Rack space/Additional space/shelves</li> <li>Managed Services</li> <li>Provisioning</li> <li>Equipment purchase</li> <li>Check on circuit orders delivered to Exodus</li> <li>Hardware/software installation or de-installation of equipment by Exodus personnel</li> <li>Extra power</li> <li>Cross-connect for circuit delivered to Exodus</li> </ul>	<b>Sales and Project Management:</b> <ol style="list-style-type: none"> <li>Account Executive (initial request – new or upgrade).</li> <li>Systems Engineer (planning)</li> <li>Project Manager (implementation)</li> </ol> <p>If you do not know who your Account Executive is, call Elizabeth Nett at (703) 433-6019.</p> <p>If you do not know who your Project Manager is, call Jim Piazza at (703) 433-6025.</p> <p><b>Professional Services:</b></p> <p>If you need professional services, please Stephen Conner (703) 433-6038.</p>
<ul style="list-style-type: none"> <li>Trouble Reporting</li> <li>Technical questions</li> <li>Network Issues</li> <li>DNS Issues/DNS Requests</li> <li>Report Network Issues</li> <li>MMS Monitoring Issues</li> <li>E-Watcher Updates</li> <li>Re-boot</li> <li>Changes to Exodus managed firewall</li> <li>Latency/Packet Loss</li> </ul>	<p><b>Operations:</b></p> <p>Call the Response Center (RC) at <b>(877) 393-7878</b> to open a ticket. Additional information concerning the issue may be emailed to <a href="mailto:support@exodus.net">support@exodus.net</a> and reference the ticket number assigned, or non-critical issues may be initiated through an email.</p> <p>Outside the United States contact the RC at <b>Country Code + 800-13937878 or Country Code + 408-572-7000</b>. Email non-critical issues to <a href="mailto:support@exodus.net">support@exodus.net</a>. For more information see, “Reporting Problems”.</p>

**WHO TO CONTACT AT EXODUS (continued):**

Type of Customer Request:	Exodus Contact Information:
<ul style="list-style-type: none"> <li>Billing Issues</li> </ul>	<b>Finance: Main Office</b> (408) 346-2200 Kevin Reid (408) 884-6792 Faisal Shaikh (408) 878-7838 Janice Nelson (408) 878-7421 Trevor Miller (408) 346-2026 Dian Dominguez (408) 884-6711 Sylvia Ortega (408) 878-7836 Jean Sandhu (408) 346-2070 Deanna Peccararo (408) 878-7942 Diane Provenza (408) 878-7809 Valerie Garcia (408) 878-7740 Denise Blandford (408) 346-7333
<ul style="list-style-type: none"> <li>Security (building)</li> <li>Facilities</li> </ul>	<b>Eastern Region Security Manger:</b> Molly Schwarz (703) 673-5007 <b>East Coast Operations Manager:</b> Tom Faenza (212) 220-5474
<ul style="list-style-type: none"> <li>Overall service issues</li> <li>IDC issues</li> <li>Escalation point for any service issue</li> <li>Informational point person</li> </ul>	<b>Customer Relations Representative:</b>  <b>Kelly Schlageter</b> (703) 480-2774 <a href="mailto:Kelly.Schlageter@Exodus.net">Kelly.Schlageter@Exodus.net</a> Accounts: Herndon and Sterling, Virginia (#'s, A-C)  <b>Niki Milano</b> <a href="mailto:Niki.Milano@Exodus.net">Niki.Milano@Exodus.net</a> (571) 434-5973 Customer Relations Representative Accounts: Herndon and Sterling, Virginia (D-G)  <b>Dana Austin</b> (571) 434-5922 <a href="mailto:Dana.Austin@Exodus.net">Dana.Austin@Exodus.net</a> Accounts: Herndon and Sterling, Virginia (H-M)  <b>Jasmine Torres</b> (703) 433-6059 <a href="mailto:Jasmine.Torres@Exodus.net">Jasmine.Torres@Exodus.net</a> Accounts: Herndon and Sterling, Virginia (N-S)  <b>Myndi Kronick</b> (703) 433-6062 <a href="mailto:Myndi.Kronick@exodus.net">Myndi.Kronick@exodus.net</a> Accounts: Herndon and Sterling, Virginia (T-Z)